

**(CCC) Customer Portal**

1. Do you have a Customer portal or platform offering authenticated citizens direct access to Council services online?
2. Who did you procure your Customer portal from?
  - a. If you developed it 'in-house' please can confirm that it is an 'in-house' development.
3. When did you deploy your customer portal on your Council Website?
4. What services can citizens access via your Customer portal?
5. Do all services provided on the platform offer an online form or a paper form or downloadable PDF form, can you give an example of a service still reliant on a paper or a downloadable PDF form
6. Can you confirm that all the services offered that do have an online form meet the international WCAG 2.1 AA accessibility standard?
  - a. Can you provide either a copy or a link to your accessibility statement that explains to the citizen how accessible your services are?
  - b. Where you use a third party to supply a service can you also include in your response a copy or a link of their accessibility statement?  
Please provide the information in the form of an email or PDF

**Response:**

1. Do you have a Customer portal or platform offering authenticated citizens direct access to Council services online?  
Yes
2. Who did you procure your Customer portal from?  
IEG4
- a. If you developed it 'in-house' please can confirm that it is an 'in-house' development.
3. When did you deploy your customer portal on your Council Website?  
January 2018
4. What services can citizens access via your Customer portal?  
We regularly introduce new services to the portal, currently you can access the following:
  - Council Tax -View your council tax account, change payment details and find out when your next bill is due
  - Benefits - Report a change in circumstances, view your benefits entitlement or apply for housing benefit
  - Bins, rubbish and recycling - Find information and report bin issues
  - Council Tenants & Leaseholder Information - Find out about rent cards and

housing insurance, report changes and access the online Housing portal

- Housing Advice and Homelessness - Find information about housing and who to contact
- Street Maintenance - Report graffiti, find information about abandoned trolleys and how to pay your fixed penalty notice
- Trees - Request a TPO, find out about the Trees for Babies scheme and apply for permission to work on protected trees
- Parking - Find information about parking locations within Cambridge City and how to apply for a parking permit
- Elections and voting - Information about elections and voting
- Sport and fitness - Find your nearest sport facilities, and information about how to keep fit
- Compliments, complaints and suggestions - Information about Cambridge City Council's feedback procedure
- Your council - Find out more information about your council
- Customer Portal help and support - Leave feedback about your portal account
- Coming soon - Find out what is coming to your new my.cambridge portal
- Coronavirus: Updates and guidance from Cambridge City Council - Information for residents, businesses, community groups and more

5. Do all services provided on the platform offer an online form or a paper form or downloadable PDF form, can you give an example of a service still reliant on a paper or a downloadable PDF form

All forms hosted on the portal are what you would describe as an online forms rather than a downloadable PDF from. The portal includes content that links to content hosted on our website and other online portals including those hosted by partner organisations and there may be PDF forms . The Digital Customer Service Programme has not completed comprehensive analysis of this type and as such we do not hold this information. However, the author is free to conduct their own research into this given that all published forms are in the public domain.

6. Can you confirm that all the services offered that do have an online form meet the international WCAG 2.1 AA accessibility standard?

Our accessibility statement below demonstrates how we comply with the standard.

a. Can you provide either a copy or a link to your accessibility statement that explains to the citizen how accessible your services are?

Accessibility statement for [cambridge.gov.uk](http://cambridge.gov.uk) - Cambridge City Council

b. Where you use a third party to supply a service can you also include in your response a copy or a link of their accessibility statement?

We do not hold information on 3rd party accessibility statements

Further queries on this matter should be directed to [foi@cambridge.gov.uk](mailto:foi@cambridge.gov.uk)